

Safety Changes to The Postal Museum

Visual Story

The world changed a bit in 2020, The Postal Museum has had to change along with it.

These changes are to help keep people safe. You can still ask staff for help if things don't make sense or you need support.

In this picture guide you can find out these safety changes that have been made to The Postal Museum and Mail Rail and how to plan for your visit.

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General Safety Information

Visual Story

The world changed a bit in 2020, The Postal Museum has had to change along with it.

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In this picture guide you can find out some general safety information that apply to all parts of your visit to The Postal Museum.

Face coverings

During your visit to The Postal Museum, if you are over the age of 12, you will be asked to wear a **face covering**, unless you are exempt.

Most people you see on your visit will also be wearing a face covering, including other visitors, staff and volunteers.



Distancing

To keep everyone safe during your visit, you will be required to stay **1-2 metres away** from people who are not in your **household** or **support bubble**. To make this rule easier to follow we have made some changes to the museum, including:

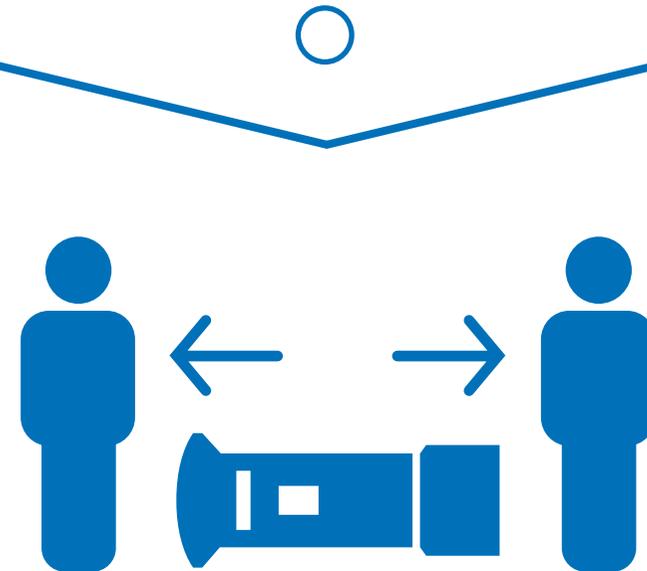
Reduced visitor numbers.

One-way routes around the museum. Floor markers, signage and barriers will direct you where to go.

Queuing in some areas. Floor markers will show you where your household or support bubble can stand to queue.



Top tip! 1-2 metres is about the same length as a post box. It's a good way to help you visualise the **safe distance** between you and other visitors who are not in your household or support bubble.

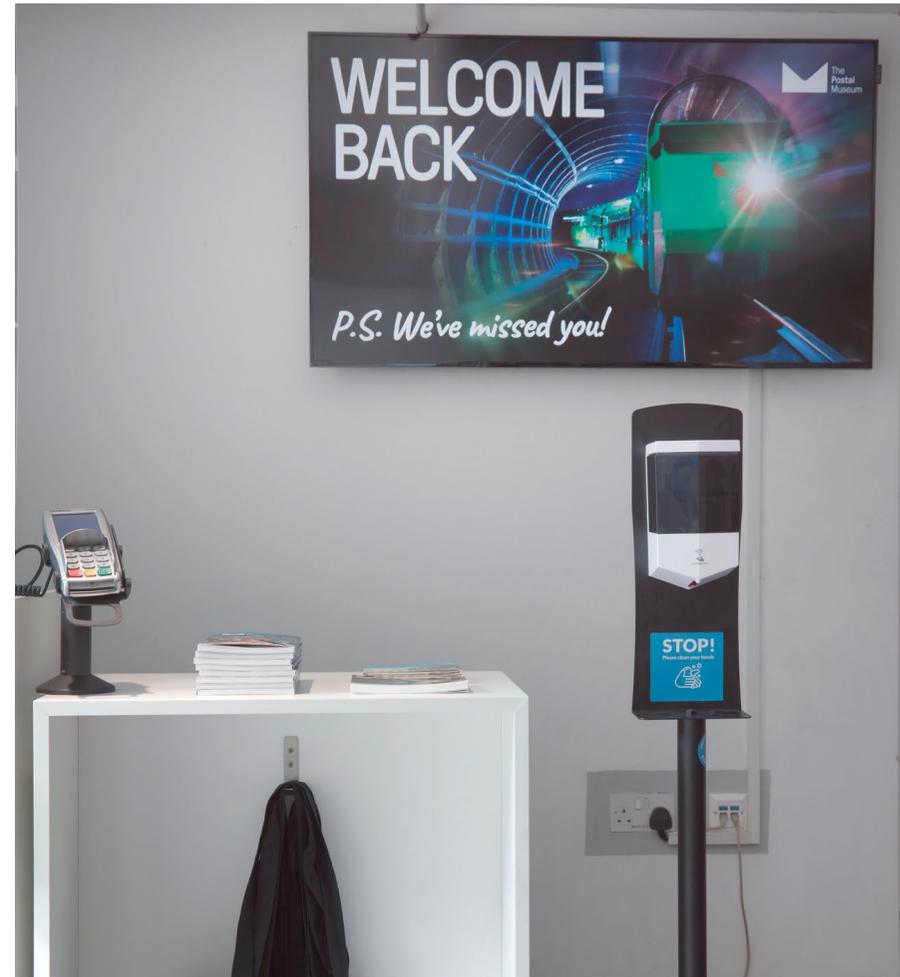


Cleaning and hand washing

The museum will be cleaned to the usual high standard, though areas that are **touched more often** will be sanitised even more frequently. For example, **toilets, door handles and interactive exhibits**.

Cleaners in the museum will be wearing **face coverings and gloves**.

There are **hand sanitiser stations** throughout The Postal Museum that work by moving your hand under a **motion sensor**. They are located all around the museum but you will find them at the **entrances and exits** of different spaces and near things that might get **touched more often**, including the interactive exhibits.



Interactive exhibits

Most interactive exhibits are **still available to use** but to help make them safer for you and other visitors, we have made some changes, including:

- **Motion sensors** instead of touch buttons.
- Nearby **hand sanitiser stations**.
- **Stylus pens** for written or touch screen interactive exhibits.

Costumes and dressing up interactives have been removed until it is safe to reintroduce them.

Interactive exhibits that include **listening or audio** are now played aloud or can be listened to on your phone or mobile device. There are signs by audio interactives to help you listen on your mobile, These show you the **QR code to access the audio** and information about The Postal Museum's **free and public Wi-Fi**.



NHS Test and Trace

As part of our legal obligation to do so, The Postal Museum is taking part in the **NHS Test and Trace programme**.

This means we **collect contact details and information** for everyone that enters the building. Your contact information will be provided to NHS Test and Trace only if we receive a **legitimate request** for contact tracing to take place.

You can read our Privacy Policy for more details. On arrival to the museum you can also **check-in using the NHS Test and Trace QR code**.

The NHS logo, consisting of the letters 'NHS' in white on a blue rectangular background.

Test and Trace



Good to go

Visit England have certified that we are **Good to Go!**

VisitEngland 



Planning your Visit

Visual Story

The world changed a bit in 2020, The Postal Museum has had to change along with it.

These changes are to help keep people safe. You can still ask staff for help if things don't make sense or you need support.

In this picture guide you can find out information to help you plan your visit to The Postal Museum.

Tickets

Before you visit The Postal Museum, you must **book your tickets in advance**.

At the moment, **we are unable to sell tickets on site** on the day of your visit. This is to help us **manage visitor numbers** so there are not too many people in the museum.

Your ticket provides you with **unlimited access to The Postal Museum exhibitions** for one year, and **one ride on Mail Rail** on the date shown on your ticket.



On the day of your visit you will **start at Mail Rail**. When you enter, a member of staff will ask to see your ticket and they will **scan** it for you. **Keep your ticket safe** as it will be scanned again when you enter The Postal Museum.



Travel

You can still get to The Postal Museum using the **mode of transport you might have used previously.**

This means you can walk, cycle or get a bus, tube or train to enjoy a visit to The Postal Museum.



You may want to **allow more time for your journey** or travel at a time when there might be less people on public transport.

There is **no parking available** at The Postal Museum, our suggestion is using public transport or a taxi.

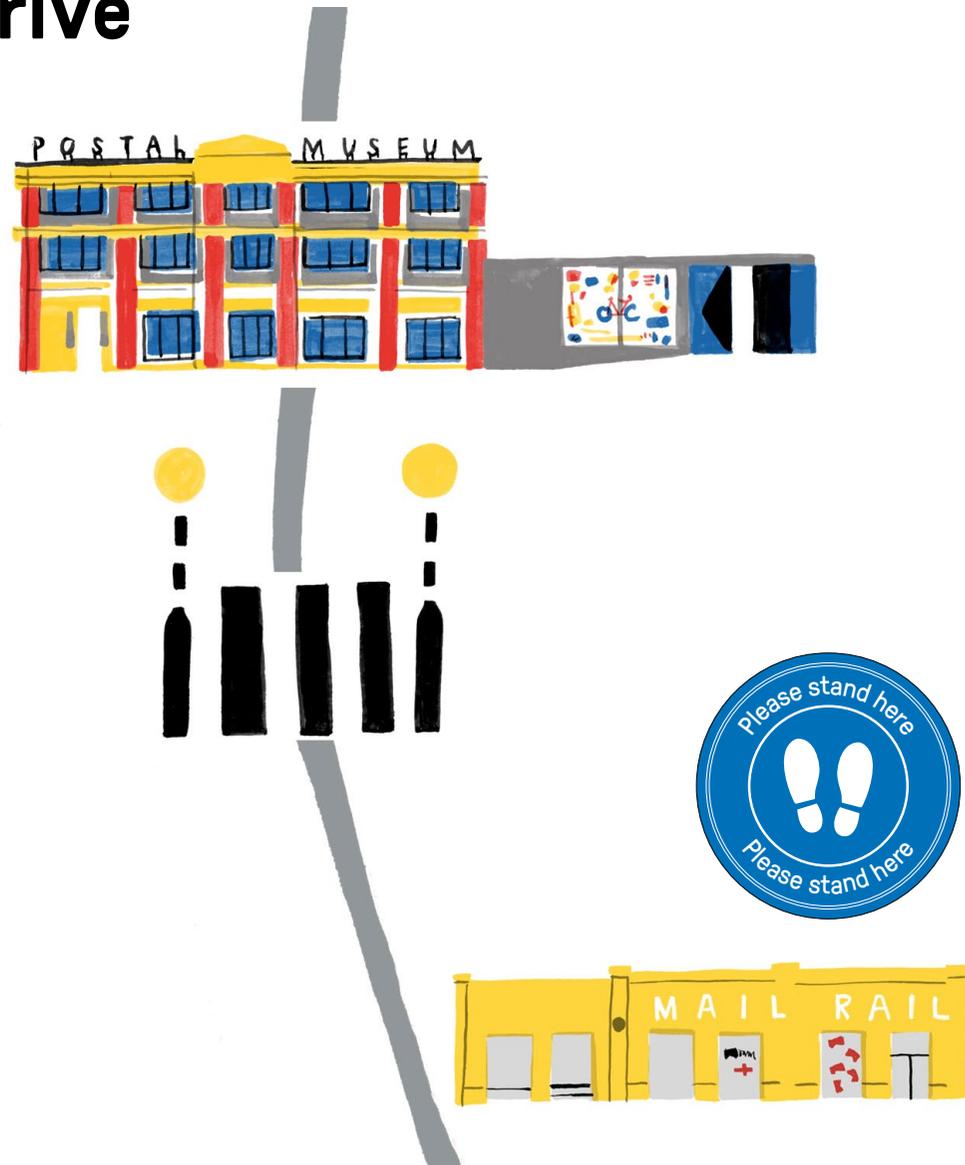


Where to go when you arrive

The Postal Museum is **split over two buildings**. The Postal Museum site is on one side of Phoenix Place and the Mail Rail site is on the other side of Phoenix Place. It is a **short walk** between the buildings and you will **cross a road using a zebra crossing**.

When you arrive you should go to the Mail Rail building, this is where you will start your visit. You can go to The Postal Museum building after visiting Mail Rail.

When you get to the Mail Rail building **you might need to queue**, there will be stickers on the ground to show you where to safely stand.

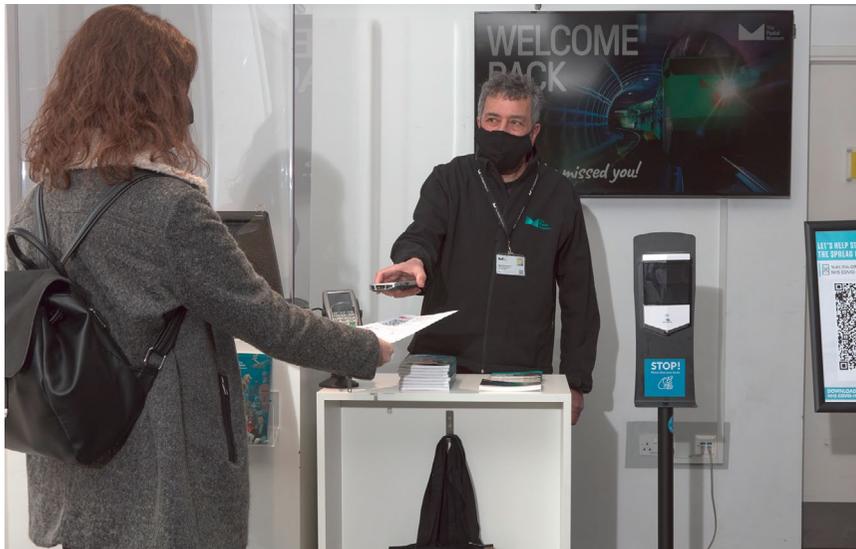


Where to go when you are in Mail Rail

When you enter the Mail Rail building **your ticket will be scanned at the ticket and information desk.**

You can check-in using the **NHS Test and Trace QR code** and then go downstairs to the **lower ground floor of Mail Rail.**

To get to the lower ground floor you can use the **stairs** or the **platform lift**. If using the stairs please **keep to the right**, there are floor markers to remind you which direction to walk in. The platform lift is available to be used by one household or support bubble at a time.



Queuing

To make visiting The Postal Museum a safe experience we have **reduced the number of people who can visit** each day and **who can ride the Mail Rail per journey**. This might mean **shorter queues** to see certain parts of the museum and **longer queues** for other parts like the Mail Rail ride.

If waiting or queuing for a long period of time could cause distress, please speak to a member of staff about this. We will do our best to accommodate your needs, but we need to balance this with **Covid-19 safety measures**.



Facilities at The Postal Museum

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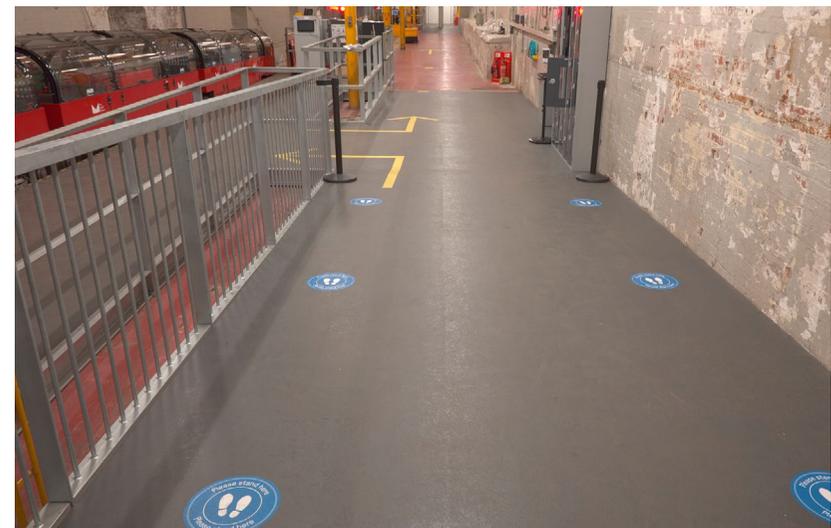
In this picture guide you can find out information about the facilities you can access at The Postal Museum.

Mail Rail

You can still enjoy a **fun visit to Mail Rail** but to help keep you safe **we have made some changes to the ride**, including:

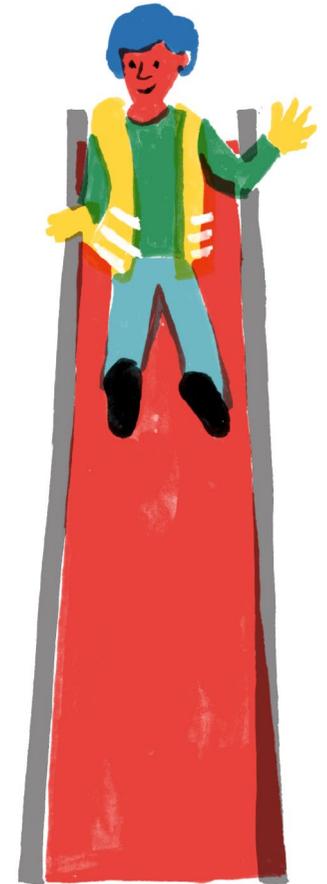
- **Reduced number of passengers** on each Mail Rail ride.
- **Queuing** in your household or support bubble, floor markers will show you where to stand.
- **Hand sanitiser** available to use before and after boarding the Mail Rail ride.
- Each **household or support bubble** boarded onto the Mail Rail ride one by one.
- Transparent **safety screens** on the Mail Rail ride, separating each carriage.

Mail Rail staff will talk you through these changes during your visit, but you can **ask questions and ask for support** if things don't make sense.



Sorted! The Postal Play Space

Sorted! Will **stay closed** until we can safely re-open the space in line with government guidelines.



The Postal Museum

You can still enjoy a **fun visit to The Postal Museum** but to help keep you safe **we have made some changes**, including:

- **One-way systems** around the space. Floor markers, signage and barriers will direct you where to go.
- **Reduced visitor numbers.**
- **Queuing** in your household or support bubble, floor markers will show you where to stand.
- **Hand sanitiser** available to use throughout the building.



The Postal Museum staff will talk you through these changes during your visit, but you can **ask questions and ask for support** if things don't make sense.



Discovery Room

Access to the Discovery Room is now by **appointment only, on Wednesdays and Thursdays**. This means to visit you need to book and order any documents you wish to view in advance.



To help **keep you and other people safe we have also made safety changes** to the Discovery Room, including:

- **Social distancing.**
- **Face coverings** to be worn by staff and visitors, unless exempt.
- **Hand sanitiser stations.**
- A transparent **safety screen** at the information desk that staff will sit behind.



Gift shops and café

There are **two gift shops at The Postal Museum**. One is in the Mail Rail building and one is in The Postal Museum building.

We are only accepting **contactless or card payments**, we cannot accept **cash payments** at this time.

There is a **cafe in The Postal Museum building** where you can buy a range of food and drink. To keep visitors safely distanced we have had to **reduce the number of indoor tables and chairs**.

There is an **outdoor courtyard** with additional seating. **You are also welcome to eat cafe products here, as well as your own food and drink** you bring with you.



Toilet facilities

Toilet facilities are available to access in Mail Rail and The Postal Museum, including:

- **Gender neutral toilets** available in both sites.
- **Accessible toilets** available in both sites.
- **Baby changing units** available in both sites.
- A **Changing Places facility** available on the lower ground floor of Mail Rail. If you need a RADAR key please speak to a member of staff and they will support you.

These facilities are cleaned even more frequently than usual to help keep everyone safe.



Mail Rail

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In this picture guide you can find out what your visit to Mail Rail will involve.

Different but safe

As you enter Mail Rail **you may notice some differences if you have visited before.**

There are **floor markers** you can follow to the ticket and information desk where you will have your ticket scanned. **You might need to queue,** though there will be stickers on the ground to show you where to safely stand.

From the ticket and information desk you can **collect your stylus pen** for use throughout your visit for interactive exhibits. You can also collect any resources or activities you would like to borrow during your visit, such as a **sensory bag** and **ear defenders** - just ask a member of staff if you'd like to access these resources.

The **gift shop** is still located in the welcome space area but is **available to enjoy when you exit Mail Rail.**



One-way system

There are **floor markers** throughout the Mail Rail building to guide you through the **one-way system**.

The one-way system starts upstairs on the ground floor and takes you down to the **lower ground floor of Mail Rail**, where there are **toilets** and the **queue for the Mail Rail ride**. After the ride there is the **Mail Rail virtual film** and then onto the **exhibition space**.

To exit, follow the arrows back up the stairs, **where you will pass through the gift shop** and leave through the same door you entered by.

Once you leave the Mail Rail building you will not be able to re-enter for the gift shop, **though there is a gift shop to enjoy in The Postal Museum building**.

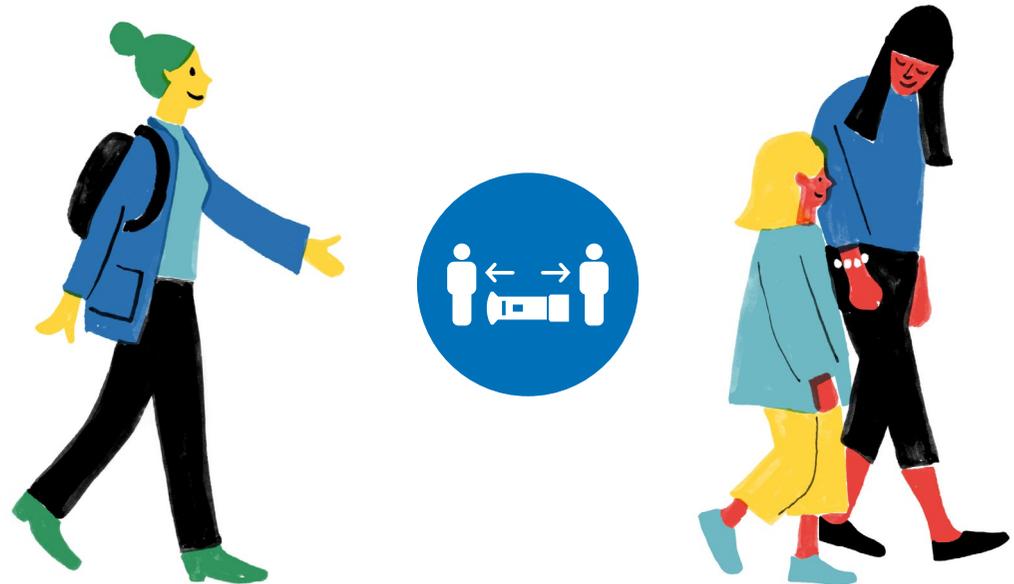


Hand sanitiser and distancing

During your visit you should try to stay **1-2 metres** away from people who are **not in your household or support bubble** and you will be required to use **hand sanitiser** throughout your visit.

To help you stay safely distanced from other households and support bubbles you will be asked to follow the **one-way system** throughout your visit. You will need to **queue** before you can board the Mail Rail ride. **Signage and floor markings** will show you where to go and where to stand for queuing.

Motion sensitive **hand sanitiser stations** are located throughout Mail Rail. You will be asked to sanitise your hands before you board the ride.



Boarding Mail Rail

When it is time to board the Mail Rail ride **a member of staff will explain the process** you will experience.

If you have visited before some things will have changed to keep you safe.

A staff member will tell you which **locker to store your belongings** in whilst you ride Mail Rail, you can collect these after the ride has finished. **Try not to touch the other lockers** as these will be used by other households or support bubbles.

Staff will direct you and your household or support bubble to board the Mail Rail ride **when it is your turn.**

Individuals, households and support bubbles will be kept distanced from other households and support bubbles. This is done through **social distancing and transparent safety screens** on the Mail Rail ride.



Riding the Mail Rail

The Mail Rail ride lasts approximately 15 minutes and goes in a loop through the tunnels. At the end of the ride you will arrive on the same platform. **Please remain seated** until a staff member tells you to disembark.

Mail Rail staff will help each household or support bubble to **disembark** from the train **one at a time**. Staff will open the overhead canopy and the door for you. As you leave the train and **collect any belongings** you may have stored in your locker **please remain 1-2 metres away from other groups**.

The **whole ride experience**, including boarding the train, the ride through the tunnels and disembarking the train **lasts approximately 20 minutes**.

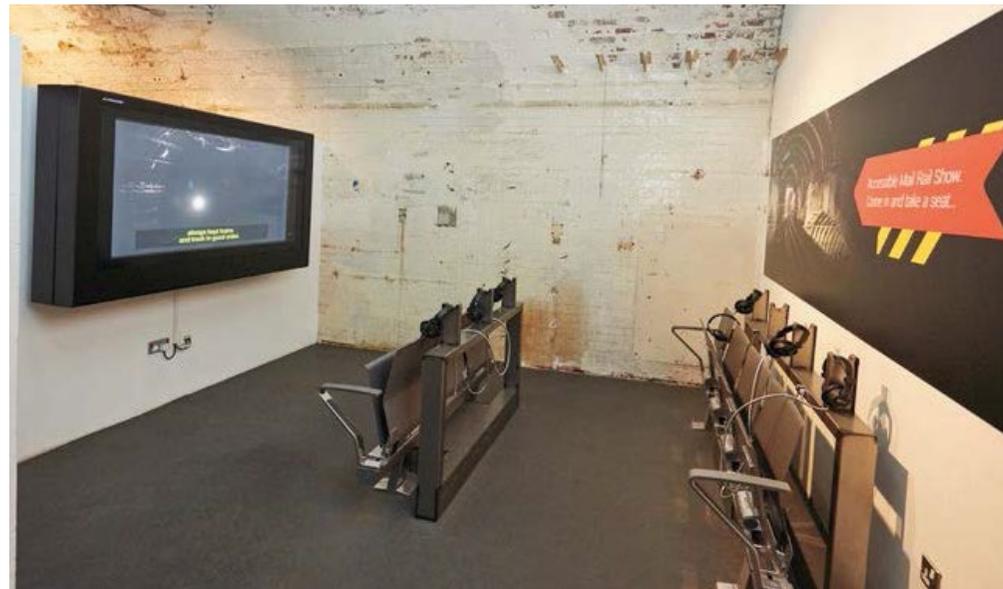


Mail Rail virtual film

There is an **accessible Mail Rail virtual film** available to watch if you are **unable to ride the train**. This demonstrates the **journey through the tunnels** and the accompanying audio-visual presentation. There is a **subtitled version** and an **audio described version**.

If you wish to access the Mail Rail virtual film rather than riding on Mail Rail, **please let a staff member know** and they can support you to view the film. It is located after the ride and before the exhibition.

Headsets have been removed and replaced with a **speaker**. Markers on the seating will ensure safe distancing.



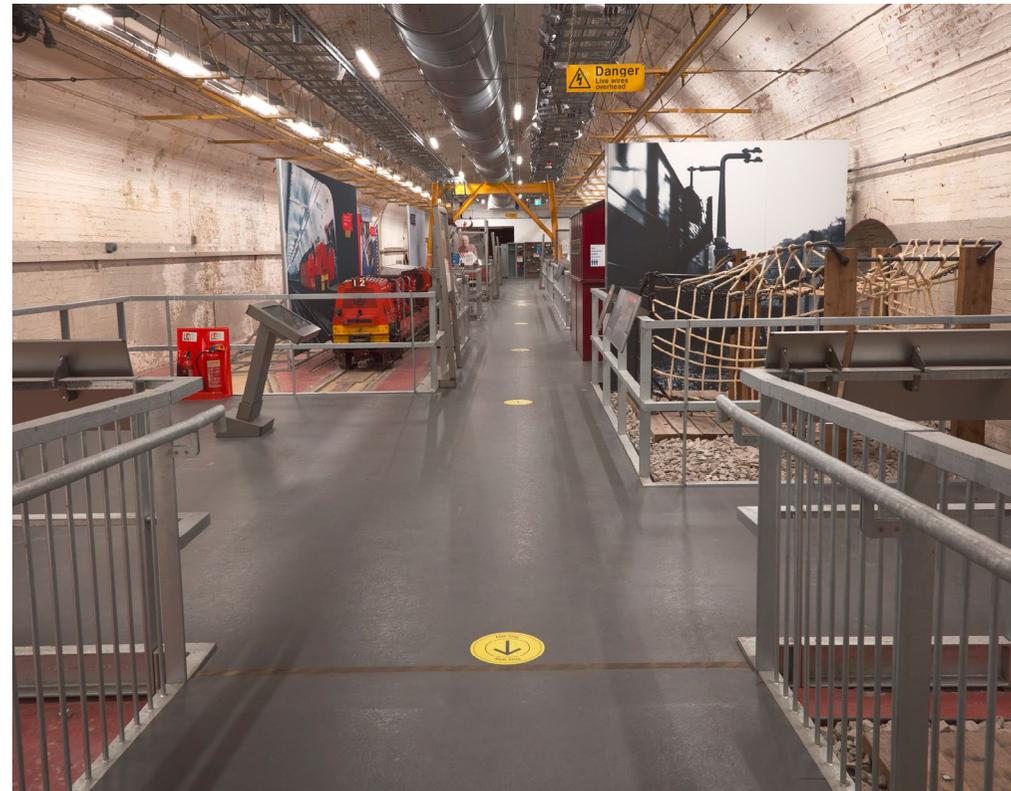
Mail Rail exhibition space

As with the rest of your visit at The Postal Museum, when you explore the Mail Rail exhibition space **please follow the one-way route.**

Most interactive exhibits are still available to use but to help make them safer we have made some changes, including:

- **Motion sensors** instead of touch buttons.
- Nearby **hand sanitiser stations.**
- A **stylus pen** for written or touch screen interactive exhibits.
- Accessing **auditory interactives** through speakers or downloading content to your mobile device by scanning a QR code.

Costumes and dressing up interactives have been removed until it is safe to reintroduce them.

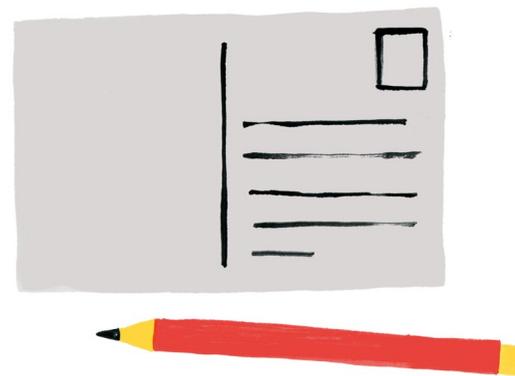


Mail Rail gift shop

When you return to the ground floor, using either the stairs or the platform lift, you can look through the **gift shop**.

Currently, in all museum buildings, we are only accepting **contactless or card payments**, we cannot accept cash at this time.

There is another gift shop in The Postal Museum building but it doesn't sell all of the Mail Rail related stock.

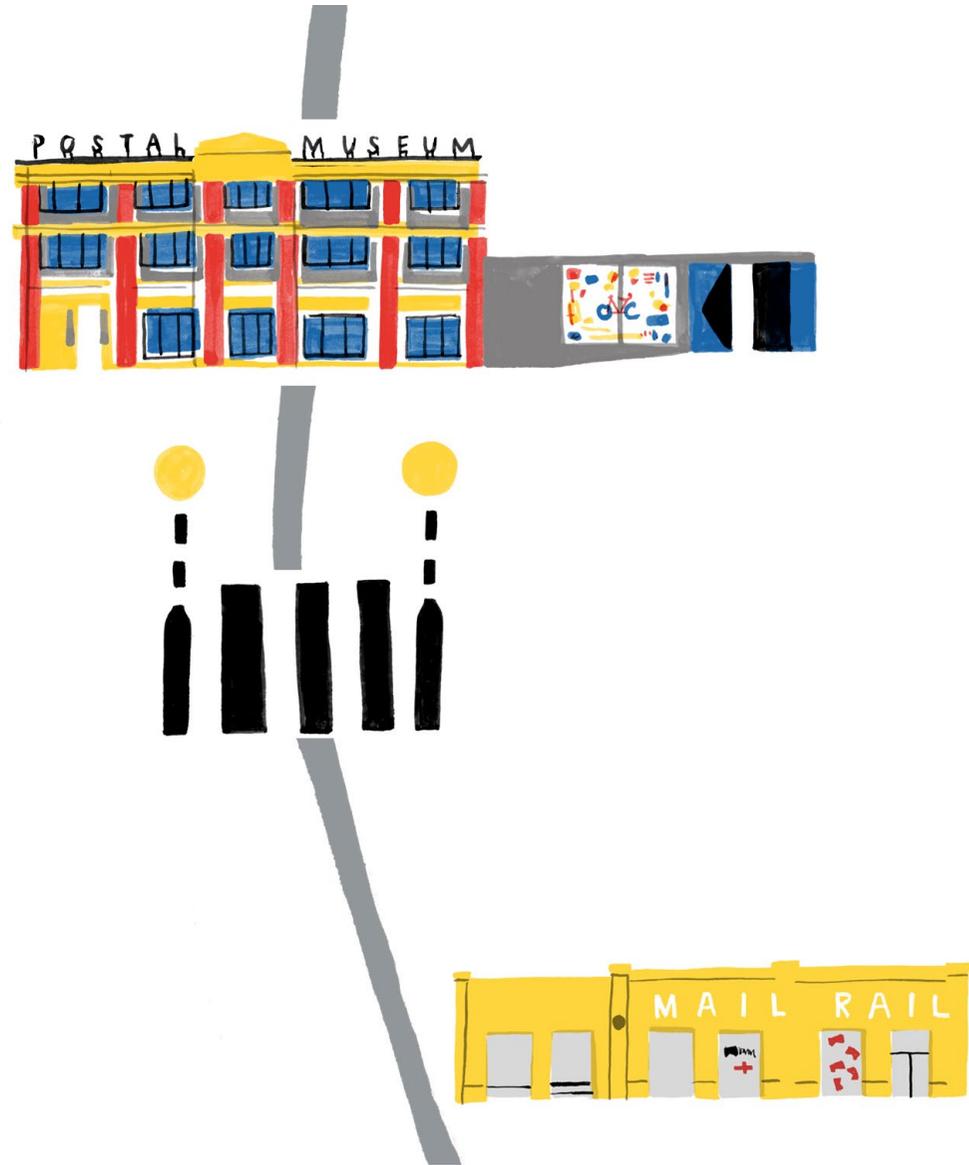


Leaving Mail Rail

When you are ready to leave the Mail Rail building and visit The Postal Museum **exit the Mail Rail building and turn right.**

The Postal Museum is a **short walk down the road.** Please use the **zebra crossing** to safely cross the road and get to The Postal Museum.

If you have chosen to remove your face covering while walking between the two buildings, **please put your face covering back on** before entering The Postal Museum building.



The Postal Museum

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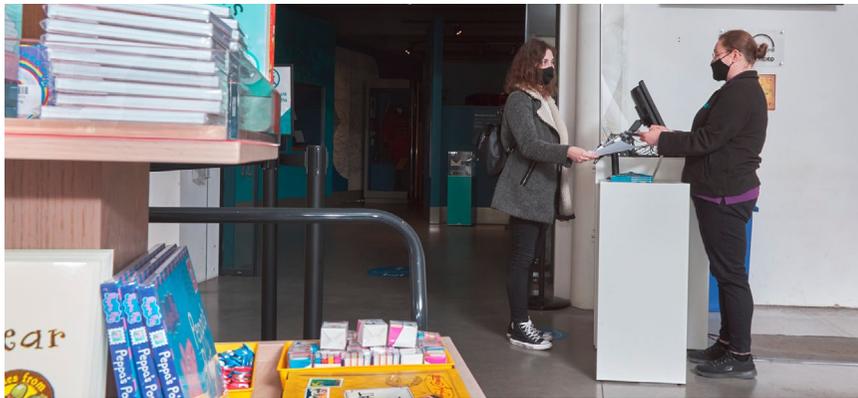
There are **floor markers** you can follow to the ticket and information desk **where you will have your ticket scanned again.**

You might need to queue, though there will be stickers on the ground to show you where to safely stand.

You can follow the floor markers and signage that show you how to follow the **one-way route** throughout the museum.

You can keep your hands sanitised throughout your visit by using the motion sensitive **sanitiser stations** spaced out around the site.

The **gift shop** is still located in the welcome space area but is **available to enjoy when you exit The Postal Museum.**



Changes to interactives

Most of the interactives are still in operation for you to enjoy in The Postal Museum exhibition. **Some have changes** to enable them to be used safely and **others have been removed** until it is safe to bring them back. **The lioness, packet ship, Morse code, pneumatic tubes and design your own stamp interactive exhibits are still available**, just a little different to how you may have experienced them before.

For interactives that use **touch or writing** you can use your **stylus pen**. For interactives that include sound these now play aloud from **speakers or are available on your mobile device**.

Dressing up costumes have been removed until they can be safely reintroduced.



Changes to the exhibition space

Just like the rest of your experience, you will follow a **one-way route** around The Postal Museum exhibition. The one-way route is easy to follow by looking out for the **floor markers, signage and barriers**.

The **temporary exhibition space**, which is after **zone 5 in the exhibition**, is the last area of the exhibition **before you exit** into the gift shop and cafe.

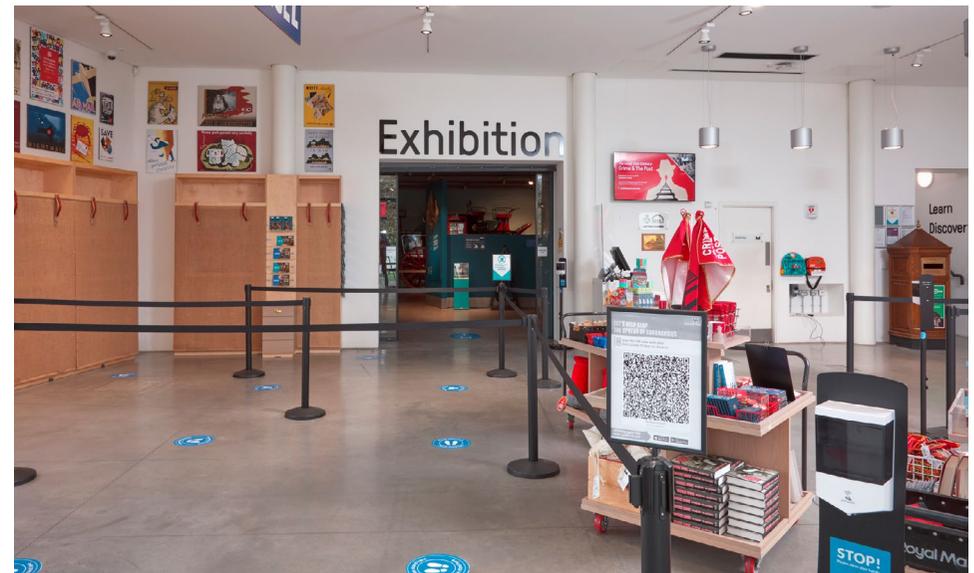
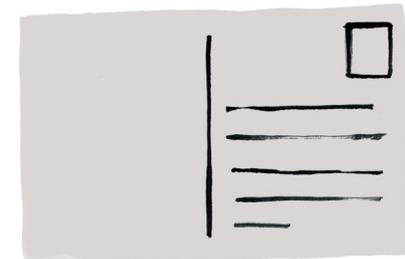


Gift shop and café

When you exit the exhibition space you will enter the **gift shop and café**. Here you can also access the gender-neutral toilets, accessible toilets and baby changing facilities.

In the gift shop we are only accepting **contactless or card payments**, we cannot accept **cash payments** at this time.

You can buy a range of food and drink in the **café**.



Leaving the museum

When you are ready to **finish your experience and leave The Postal Museum**, you will follow the one-way route through the exit. **This will take you into the outdoor courtyard and out the gated exit.**

If you borrowed any resources, like a sensory bag or ear defenders **don't forget to return them to a member of staff before you leave.**



Thank you for visiting The Postal Museum,
we hope you had a great time.



Supported by the City of London Corporation's charitable funder, City Bridge Trust, the D'Oyly Carte Charitable Trust and Art Fund.



Art Fund_